MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2022/2023

BAC4624 – ADVANCED ACCOUNTING INFORMATION SYSTEMS

(All Sections / Groups)

4 JULY 2023
09.00 a.m – 12.00 p.m
(3 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 4 pages excluding cover page with 4 Questions only.

2. Answer all **FOUR** questions. Mark distribution for each question is given.

3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

"Your Happiness is Our Happiness"

This tagline has been used for BonBon Service Centre since the year 2000. The company is a car servicing company dedicated to providing their customers with the highest quality automotive repair and maintenance services. Their team of experienced technicians is committed to ensuring that all vehicle is always running at its best. In order to improve customers' experience better, the service centre aims to upgrade their system thus engaging with a consultant to review their service appointment process. During COVID-19 pandemic, the service centre realised it is better to proceed with customer booking instead of walk-in approach. The following is the new booking process:

Customers will fill up a manual booking form to choose their preferred booking slot. They usually scan the form and send it through WhatsApp to Jason (the appointment booking clerk). Jason will key in their bookings into the system immediately to avoid delay. The system will process the booking by saving the details into two files – (i) Customer File and (ii) Booking Request File.

Immediately after that, the system will proceed to check the slot availability based on the customers' requests. This is performed by checking the available slots from the Slot Booking File. Once the slots are confirmed, Jason will proceed to save the details in the Confirmed Slot File. He will print the confirmed booking slot and send back to the customers via WhatsApp.

At the end of every month, Jason will print the Monthly Booking Report from the data in the Confirmed Slot File and send it to his manager for further company performance assessment.

Required:

a) Prepare a context diagram for the service appointment process. (4 marks)

b) Prepare a Level-0 DFD to document the above appointment process. (9 marks)

c) Prepare a document flowchart for the above appointment process. (12 marks)

(Total: 25 marks)

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QUESTION 2

a) Accounting information systems (AIS) assist companies in speeding the processing of certain tasks. Over a period of time, AIS are usually changed or updated due to a few reasons. Explain **THREE (3)** of these reasons. (9 marks)

b) When a new system is implemented, there is a tendency that employees might resist the new system. Recommend **TWO (2)** approaches that a company can do to ensure there is less resistance from their employees. (3 marks)

c) The data contained in the table below refers to a project that contains 10 activities. Based on the details of the activity, precedent activities, and time estimates, determine the following:

i. Construct an Activity on Arrow PERT diagram. (3 marks)

ii. Identify all possible paths through the diagram, including how long each path takes. (3 marks)

iii. Identify the critical path and how long it takes. If there is a delay in the critical path, what action should be taken? (3 marks)

iv. What is the effect on the critical path if Activity G experiences 3 days of delays and Activity K experiences 2 days delay? (4 marks)

Activity	Immediate precedent	Time taken (days)
A	-	2
B	-	1
C	A	3
D	A	3
E	A	4
F	A	5
G	F	1
H	B, C	2
I	D	2
J	I	3
K	E, G, H, J	1

(9 marks)

(Total: 25 marks)

Continued...

QUESTION 3

A federal agency signed a 15-month contract for RM445,158 for a payroll system. After 28 months and no usable software, the agency cancelled the contract and withheld payment for poor performance. A negotiated settlement price of RM970,000 was agreed on. The project experienced the following problems:

- The contractor did not understand what software was desired. The RFP did not have fully developed user requirements or system specifications, and user requirements were never adequately defined and frozen. Changes delayed completion schedules and caused disagreements.
- The contract did not specify systems requirements or performance criteria, and the terminology was vague. The contract was amended 13 times and increased the cost of the contract to RM1,037,448.
- The contractor complained of inexcusable agency delays, such as taking too much time to review items submitted for approval. The agency blamed the delays on the poor quality of the documentation under review.
- The agency did not require each separate development phase to be approved before work continued. When the agency rejected the general system design, the contractor had to scrap work already completed.

a) Discuss **THREE (3)** main issues that are evident from the above case.

(9 marks)

b) Based on the issues identified above, propose how the issues could be overcome.

(9 marks)

c) Although there may be other methods for the agency to obtain the software, should the agency still insist on custom written software, propose **ONE (1)** way how they could improve the development process. Justify your answer.

(7 marks)

(Total: 25 marks)

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QUESTION 4

Mother's Day is one of the biggest chocolate seasons of them all, with RM1.8 billion in sales. For AllThingsChocs' (ATC), Mother's Day 2019 was the scariest of all time. ATC had planned to implement a RM112 million system in 48 months. Instead, it was implemented in an accelerated 30-month time frame. ATC "flipped the switch" in February 2019, right during its busiest ordering season. Issues with inventory and ordering processes promptly gummed up the order-distribution system. By March 2019, ATC was 15 days behind in shipping orders. Many distributors who placed orders in April were still waiting for their shipment at Mother's Day. ATC had plenty of chocolates in inventory; it just could not move the chocolates from its warehouses to its customers. The implementation problem contributed to a 19% drop in revenue. It took a full year for the company to bounce back. The new system employed over 5,000 personal computers, network hubs, and servers. The system was supplied by three firms and implemented by a large consulting firm. Despite the system's size and complexity, ATC chose the direct conversion method.

a) An important component that obviously was missing that lead to ATC's system failure was an implementation plan. List **FOUR (4)** items that should be in an implementation plan.

(2 marks)

b) ATC's developers and programmers should have conducted testing of the system prior to its conversion. Discuss **TWO (2)** common forms of testing that are conducted by developers and programmers.

(10 marks)

c) In your opinion, was direct conversion an appropriate method to take in the above case? Justify your answer.

(6 marks)

d) Propose and briefly describe **ONE (1)** other method that ATC can take to perform its system conversion. Justify your answer.

(7 marks)

(Total: 25 marks)

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